



City Clerk Department  
 Official Records  
**USER SURVEY**

The Office of the City Clerk performs activities by state and/or local law and is the official keeper of City Commission minutes and legislation. It is also responsible for elections, public records research, serves as the repository of all legislation, agreements, contracts, lobbyist registration, bid openings, records management, as well as maintaining schedules of City Boards and Committees. As an enhanced public service, this office now accepts passport applications. Please take a moment to complete this brief survey and return it to our office at your earliest convenience. Your response will help identify areas we can improve upon to provide better service to the public.

Please identify the functional area of our office that provided service to you.

___ Administration	___ Elections	___ Records Management
___ Public Informational/Research Access/Request	___ Advisory Boards/Committee Administration	___ Passport Acceptance Facility Services

Categories	Rate the quality of service of each category. 5 = Highest 4 = Above Average 3 = Average 2 = Below Average 1 = Lowest
<b>INFORMATION</b> How accurate was the information we provided?	5    4    3    2    1
<b>RESPONSIVENESS</b> How well did the staff make an effort to respond to your request?	5    4    3    2    1
<b>TELEPHONE REQUESTS / WRITTEN WEB-BASED AND OVER THE COUNTER REQUESTS</b> When you called, were you connected immediately, without being put on hold for a long period of time?	5    4    3    2    1
<b>TIMELINESS</b> How quickly did you receive your information?	5    4    3    2    1
<b>COURTESY</b> Was the office staff polite, friendly, easy to deal with, helpful?	5    4    3    2    1
<b>OVERALL SATISFACTION</b> Rate your overall satisfaction level	5    4    3    2    1

If a member(s) of our staff provided you with outstanding service, please let us know his/her name(s).

---

Additional Comments: (Please write legibly)

---



---



---